



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SHERIFF'S COMMUNICATIONS COORDINATOR

Class No. 005774

■ CLASSIFICATION PURPOSE

To plan and manage the Sheriff's Communication Section; to direct all aspects of the Sheriff's county-wide, 24-hour emergency and non-emergency telephone and radio communications operations in the areas of law enforcement, fire, medical, and/or local government operations; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

Sheriff's Communications Coordinator is a non-sworn, management class allocated only to the Sheriff's Department, Law Enforcement Support Services, Communications Section. Under direction of a Sheriff's Captain, incumbents are responsible for a major functional area in the Communications Section, which may include both sworn and non-sworn personnel. This class is distinguished from the next lower class, Supervising Sheriff's Emergency Services Dispatcher, in that the latter is a first line supervisor over a communications program and personnel on an assigned shift.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Plans, organizes, directs and coordinates the operation of the Communication Division.
2. Manages, directs and coordinates the emergency and non-emergency communications network for the County's unincorporated area.
3. Provides administration coordination and direction of the 911 emergency network for the initial receipt of all police, fire and medical emergency requests.
4. Acts as liaison with the law enforcement, telecommunications and other support agencies/companies, fire and ambulance districts to ensure the 911 computer files are updated and that inter-agency communications function effectively and efficiently.
5. Administers and maintains the operations of the 800 megahertz regional radio system.
6. Identifies problems with computer hardware and helps specify the parameters of proposed new systems.
7. Coordinates the implementation of computer, telecommunication and radio technology as well as maintenance on existing equipment and systems.
8. Works on special task forces related to the maintenance and upgrading of the Sheriff's Communication Center including: capital projects design, equipment specification, expanded linkage and interfacing with regional communication systems, etc.
9. Supervises, trains, and evaluates non-sworn personnel.
10. Requests and monitors expenditures and revenue reimbursements.
11. Prepares detailed budget documents.
12. Administers contracts for dispatch services to outside agencies.
13. Evaluates and coordinates implementation of mandates, programs and policies.
14. Prepares correspondence, reports and records.

15. Analyzes operational effectiveness and management problems and implements modifications and/or corrections.
16. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- The 911 system including Federal, State and local regulations and practices relating to its operation.
- Radio communication procedures and relevant regulations of the Federal Communications Commission.
- Local jurisdictions and the overall emergency communication network.
- San Diego County disaster plans and procedures.
- Principles of personnel management and the evaluation of organizational effectiveness.
- Criminal codes, statutes and ordinances relating to a communications network supporting law enforcement, fire, medical and emergency dispatch/relief operations.
- Emergency communications technology and public safety dispatch and response policies.
- Principles of budgeting, procurement and administration.
- Geography of San Diego County, City and environs.
- County customer service objectives and strategies.

Skills and Abilities to:

- Manage, organize, and direct the operations of a 24-hour, communication center which supports law enforcement, medical, fire and emergency dispatch, and response operations.
- Supervise and coordinate the operations of a large, regional radio communications system.
- Manage, coordinate, and maintain an emergency services operation in a highly automated, integrated and complex telecommunications environment.
- Analyze operations to determine problems and identify effective solutions.
- Hire, train, evaluate, and discipline subordinates.
- Comprehend and analyze laws, regulations and contracts to recommend and implement changes.
- Prepare written reports, correspondence, budgets and materials.
- Prepare and update policies and procedures.
- Communicate effectively orally and in writing.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. Three (3) years of experience as a Supervising Sheriff's Emergency Services Dispatcher with the County of San Diego;
OR,
2. Four (4) years of experience in the area of public safety communications equivalent to that of a Supervising Sheriff's Communications Dispatcher in a law enforcement agency.

Note: An Associate of Arts degree in computer science or a closely related field is highly desirable and may substitute for up to one (1) year of experience.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Felony convictions will be disqualifying. Misdemeanor convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a thorough background investigation which may include a psychological, polygraph or other examination or test.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of twelve (12) months (Civil Service Rule 4.2.5).

New: June 25, 1982
Revised: September 17, 1997
Reviewed: Spring 2004

Sheriff's Communications Coordinator (Class No. 005774)

Union Code: MA

Variable Entry: Y